

DC Healthy Families

Because some of the best things in life are free.



DC HealthCare Alliance

How to Enroll with a Health Plan

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DC Healthy Families/ DC HealthCare Alliance/Immigrant Children's Program

Enrollment Broker Project Director

What Is An Enrollment Broker? How Can They Help?

We are the dedicated Call Center for residents enrolled in the DC Healthy Families Program (DCHFP), DC Healthcare Alliance (Alliance) and Immigrant Children's Program. We are here to assist eligible beneficiaries with enrollment and transfer needs within the District of Columbia's Medicaid Managed Care Organizations (MCOs).

Once approved for enrollment into the DC Healthy Families Program and Alliance, enrollees will receive a New Member Enrollment Packet with instructions on how to enroll into one of the 3 awarded MCOs.

AmeriHealth Caritas DC
CareFirst Community Health Plan DC
(formerly Trusted Health Plan)
MedStar Family Choice DC

Enrollees have four (4) ways to select and enroll into an MCO that meets their families needs. An **Enrollment Broker Customer Service Representative (CSR)** is available to assist with which ever option the enrollee chooses.

- ▶ **Mail** – Complete the enrollment application received in the New Enrollee's Enrollment packet and mail to the Enrollment Broker for processing
- ▶ **Online** – www.dchealthyfamilies.com to access your account and enroll
- ▶ **Virtual Meeting via Zoom** – Contact DC Healthy Families Outreach Team
 - Go online at <https://www.dchealthyfamilies.com/Home/Contact.aspx>
- ▶ **Call (202) 639-4030 or 1 (800) 620-7802**

Call Center Services

By contacting our Call Center, enrollees can speak to a Customer Service Representative, who will educate them on the following topics:

- Benefits-using the MCO Comparison Chart
- Selecting their Primary Care Provider (PCP) – searching for their current provider, by health plan
- Selecting their Primary Dental Provider (PDP) – searching for their current providers, by health plan

Our CSR's also have access to **Language Line** representatives who assist enrollees, when English is not their primary language.

Once the enrollment is completed, enrollees will receive a confirmation letter from the **Enrollment Broker**, listing their selections:

- MCO or Health Plan selected
- PCP selected
- PDP selected

Call Center Services

- **Hours of Operations are:**
Monday – Friday; 8:00 a.m. – 6:00 p.m.
- **Phone Numbers:**
1 (800) 620-7802 (Main Line)
1 (866) 758-6807 (Dental Line)
1 (800) 788-0342 (Complaint Line)
1 (202) 639-4041 (TTY/TDD)



Contents of the New Enrollment Packet

- ✓ Health Plan Selection Form – **allows for mail-in selections**
- ✓ **How to Choose Your Health Plan**
- ✓ **Health Plan Comparison Chart**
- ✓ Health Risk Assessment Form (*21 and over*)
- ✓ CAHMI Form (*if under 21*)

How to use tools and services offered by the Enrollment Broker

Enrollees will receive a **How to Choose Your Health Plan** in your New Enrollment Packets. It's designed to be helpful during the selection process. It can be used whether you're enrolling **online, by mail or by calling the Call Center**.

- **Step 1: Think about your family's health needs**

The doctors you want to see

Which hospitals, clinics and pharmacies you want to use

Other services or benefits that you need

- **Step 2: Find out what each health plan offers**

Use the Health Plan Comparison Chart to learn about the services each health plan offers

Choose a plan that lets you go to the doctors and clinics you want and gives you the services you need

- **Step 3: Sign-up or change your plan**

Sign-up or change your Health Plan over the phone (202) 639-4030 or 1 (800) 620-7802

Sign-up or change your Health Plan online www.dchealthyfamilies.com

Fill out the Health Plan Selection form and all of the other forms in the Enrollment Packet.

Mail them back in the enclosed envelope found in the Enrollment Packet.

How to use tools and services offered by the Enrollment Broker

Enrollees will receive a MCO Comparison Chart in their New Enrollment Packet. The MCO Comparison Chart provides a list of the services and added value benefits offered by each MCO. It can be used along with the How to Choose a Health Plan to select the health plan. It can also be used whether the enrollee is enrolling online, by mail or by calling the Call Center.

- ▶ Physician Visits and Check-ups
- ▶ Emergency Services
- ▶ Hospital Services
- ▶ Urgent Care Services
- ▶ Prescription Drugs
- ▶ X-Rays and Lab Services
- ▶ Language Translation and Interpretation Services
- ▶ Telehealth and Telemedicine Services
- ▶ Vision Services
- ▶ Maternal Services
- ▶ Health Check Well Child Visits
- ▶ Immunizations
- ▶ Non-Emergency Transportation
- ▶ Dental Services
- ▶ Care Coordination and Case Management Services
- ▶ Family Planning Services

How to view your assignment online or via phone

Enrollees can use their computer or cell phone to view their health plan and provider assignments by going to www.dchealthyfamilies.com

The website includes the following:

- Overview of the DC Health Families and DC HealthCare Alliance programs
- A link to a step by step walk – through to complete the new enrollment or transfer

Enrollee can also:




- Enroll into a health plan
- Read more about the enrollment and transfer process
- Look at their account
- Compare Health Plans
- Find a doctor
- Get more enrollee information

How to view your assignment online or via phone

The website includes the following, continued:



- Find informational meetings
- Compare Health Plans
- Request a face to face meeting to review their enrollment options
- Locate information on a Primary Care Physician (PCP)

Where to view your online assignments




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BOWSER

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DC HealthCare Alliance

[Contact Us](#) [FAQ](#) [Contact a Plan](#) [My Account](#)



DC Healthy Families and DC Healthcare Alliance are here to help you choose the MCO and Primary Care Physician that meet

Learn ▾

Learn about DC Healthy Families

Choose ▾

Find providers and health plans

Enroll

Enroll or check your case

How to change your MCO

After Enrollees choose their health plan, they have 90 days to make changes. After the 90 days, you must stay in your health plan for at least one year, unless the enrollee can show a good reason as determined by the Department of Health Care Finance for changing plans. The enrollee would contact the enrollment broker's customer service line to assist with requested plan changes after the initial 90 days. Within the first 90 days enrollees can use one of the options below:

- **Online:** www.dchealthyfamilies.com
- **Mail-In:** Complete the Health Plan Selection form and all mail it using the enclosed returned envelope found
- In the Enrollment Packet
- Call the Enrollment Broker and speak to a Customer Service Representative

Phone Numbers:

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Customer Service Survey

Quarterly we check in with our members to evaluate our performance and identify opportunities to improve our services, and we consistently achieve favorable enrollee satisfaction scores across our project. Our members complete an enrollee satisfaction survey, providing answers and feedback on our competency, knowledge, accessibility, quality, fulfillment of expectations, willingness to provide value-added services, and other factors.

Customer Service Survey Questions

Enrollment Experience

I am satisfied with the help I received from staff at the DC HealthCare Alliance program.

Signing up for a health plan and choosing a doctor was easy.

Staff explained my choices for a health plan and doctor clearly and in language I could understand.

Staff helped me choose a health plan and doctor that was best for me and/or my family.

Staff listened to me and answered my questions.

Staff treated me with courtesy and respect.

The DC HealthCare Alliance website was easy to understand and navigate.

The printed materials about the DC HealthCare Alliance program were easy to understand.

Enrollee Satisfaction Rate - 2020

